IBM Post Warranty ServicePacs offer maintenance for IBM System x and IBM IntelliStation products

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Overview

These IBM® Post Warranty ServicePac® offerings for IBM System x® and IBM IntelliStation® products deliver hardware maintenance in an electronic format.

ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types. To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at

https://www-304.ibm.com/sales/gss/download/spst/servicepac

You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. You must register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

http://www.ibm.com/servicepac

Planned availability date

April 12, 2011

IBM is a registered trademark of International Business Machines Corporation

Description

Affected ServicePac part numbers and their associated machine types

The following System x Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, and Mozambique:

System x

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
61P7660	PC148	1YR IOR 7x24x4hr	8675 8864 8877 6630-013
61P7664	PC152	1YR IOR 7x24x4hr	8669 8872 8874 7141 1701 8879 8852 7163
61P7662	PC150	1YR IOR 7x24x4hr	1700 7233 7145 0446-017 7143
61P7663	PC151	1YR IOR 9x5x4hr	1700 7233 7145 0446-017 7143
61P7666	PC154	1YR IOR 7x24x4hr	8664 8665 8668 8688
61P7668	PC156	1YR IOR 7x24x4hr	8649 1733 7977 5396
40M7564	PC406	1YR IOR 7x24x4hr	8648 8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941

			4251 4252 7327 7328 6630-010
40M7565	PC407	1YR IOR 7x24x4hr	8670 8673 8678 8832 8839 8840 8842 7972 7979 7985 4192 4193 7902 7901 8847 7946 7836 7837 7379 7944 7872 9362
40M7566	PC408	1YR IOR 7x24x4hr	8487 8488 8489 8485 8849 8490 8491 8486 4347 7971 4364 7996 8014 8028 4365 1735 1754-A2X 2582
40M7567	PC409	1YR IOR 7x24x4hr	8841 8866 7948 7947 9308 9956 7945 9307 0446-013
40M7568	PC410	1YR IOR 7x24x4hr	8684 8863 3020 7943 9360 1754-D2X
40M7569	PC411	1YR IOR 7x24x4hr	8443 8848 7969 8844 4190 4194 4367 4368 7870

			7871 1754-D1X
40M7570	PC412	1YR IOR 7x24x4hr	8855
40M7571	PC413	1YR IOR 7x24x4hr	8862 8865 8677
40M7572	PC414	1YR IOR 7x24x4hr	8878 8765 8674
68Y5596	PC1145	1YR IOR 7x24x4hr	7839 7380 0563-012
91Y5357	PC1224	1YR IOR 7x24x4hr	7377 9361
91Y5361	PC1228	1YR IOR 7x24x4hr	7164
91Y5365	PC1232	1YR IOR 7x24x4hr	4253[1]
91Y6044	PC1356	1YR IOR 7x24x4hr	1754-A1X 2583
61P7661	PC149	1YR IOR 5x9x4hr	8877 8675 8864 6630-013
61P7665	PC153	1YR IOR 5x9x4hr	8669 8872 8874 8879 7141 1701 7163
61P7667	PC155	1YR IOR 5x9x4hr	8664 8665 8668 8688
61P7669	PC157	1YR IOR 5x9x4hr	8649 1733 7977 4192 4193 7836 7837 7379 9361
40M7576	PC418	1YR IOR 5x9x4hr	8648 8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251

			4252 7327 7328 6630-010
40M7577	PC419	1YR IOR 5x9x4hr	8670 8673 8678 8832 8839 8840 8842 7972 7979 7985 8847 7946 7944 9362
40M7578	PC420	1YR IOR 5x9x4hr	8487 8488 8489 8485 8849 8491 8490 8486 4347 7971 4364 4365 7996 8014 8028 1735 1754-A2X 2582
40M7579	PC421	1YR IOR 5x9x4hr	8841 8866 7948 7947 9308 9956 7945 9307 0446-013 5396
40M7580	PC422	1YR IOR 5x9x4hr	8684 8863 7943 1754-D2X
40M7581	PC423	1YR IOR 5x9x4hr	8843 8848 7969 8844 4190 4194 4367 4368 1754-D1X
40M7582	PC424	1YR IOR 5x9x4hr	8855
40M7583	PC425	1YR IOR 5x9x4hr	8862 8865 9360
40M7584	PC426	1YR IOR 5x9x4hr	8878 8765 8674

68Y5597	PC1146	1YR IOR 5x9x4hr	7839 7380 0563-012
84Y1639	PC1150	1YR IOR 5x9x4hr	N/A
91Y5358	PC1225	1YR IOR 5x9x4hr	7377
91Y5362	PC1229	1YR IOR 5x9x4hr	7164
91Y5366	PC1233	1YR IOR 5x9x4hr	4253[1]
91Y6043	PC1355	1YR IOR 5x9x4hr	1754-A1X 2583
56Y6326	PC1009	1YR IOR 7x24x4hr	8886
56Y6332	PC1011	1YR IOR 7x24x4hr	8740 8750
84Y1638	PC1149	1YR IOR 7x24x4hr	N/A
91Y3938	PC1191	1YR IOR 5x9x4hr	7148 7147
91Y3937	PC1190	1YR IOR 7x24x4hr	7148 7147
91Y3934	PC1187	1YR IOR 5x9x4hr	7376 6630-011 6630-012
91Y3933	PC1186	1YR IOR 7x24x4hr	7376 6630-011 6630-012

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
10N3980	PC583	2yr IOR 7x24x4hr	8864 8877 6630-013
10N3981	PC584	2yr IOR 7x24x4hr	1700 7233 7145 0446-017 7143
10N3982	PC585	2YR IOR 7x24x4hr	8872 8874 7141 1701 8879 8852 7163
10N3983	PC586	2YR IOR 7x24x4hr	8688
10N3984	PC587	2YR IOR 7x24x4hr	7977 5396
10N3985	PC588	2YR IOR 7x24x4hr	8837 8850 4362 4363 7973

			7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328 6630-010
10N3986	PC589	2YR IOR 7x24x4hr	7972 7979 7985 4192 4193 7901 7902 8847 7946 7836 7837 7379 7872 7944 9362
10N3987	PC590	2YR IOR 7x24x4hr	8487 8488 8485 8849 8490 8491 8486 4347 7971 4364 4365 7996 8014 8028 1735 1754-A2X 2582
10N3988	PC591	2YR IOR 7x24x4hr	8841 8866 7948 7947 9956 7945 9307 0446-013
10N3989	PC592	2YR IOR 7x24x4hr	3020 7943 8863 9360 1754-D2X
10N3990	PC593	2YR IOR 7x24x4hr	8843 8848 7969 8844 4190 4194 4367 4368

			7870 7871 1754-D1X
10N3991	PC594	2YR IOR 7x24x4hr	N/A
10N3992	PC595	2YR IOR 7x24x4hr	8865
10N3993	PC596	2YR IOR 7x24x4hr	8878 8765
68Y5598	PC1147	2YR IOR 7x24x4hr	7839 7380 0563-012
84Y1637	PC1151	2YR IOR 7x24x4hr	N/A
91Y5359	PC1226	2YR IOR 7x24x4hr	7377 9361
91Y5363	PC1230	2YR IOR 7x24x4hr	7164
91Y5367	PC1234	2YR IOR 7x24x4hr	4253[1]
91Y6046	PC1358	2YR IOR 7x24x4hr	1754-A1X 2583
10N3995	PC598	2YR IOR 5x9x4hr	8864 8877 6630-013
10N3997	PC600	2YR IOR 5x9x4hr	1701 8872 8874 8879 7141 7163
10N3998	PC601	2YR IOR 5x9x4hr	8688
10N3999	PC602	2YR IOR 5x9x4hr	7977 4192 4193 7836 7837 7379 9361
13P0943	PC603	2YR IOR 5x9x4hr	8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328 6630-010
13P0944	PC604	2YR IOR 5x9x4hr	7972 7979 7985

			8847 7946 7944 9362
13P0945	PC605	2YR IOR 5x9x4hr	8487 8488 8485 8849 8491 8490 8486 4347 7971 4364 4365 7996 8014 8028 1735 1754-A2X 2582
13P0946	PC606	2YR IOR 5x9x4hr	8841 8866 7948 7947 9956 7945 9307 0446-013 5396
13P0947	PC607	2YR IOR 7x24x4hr	7943 8863 1754-D2X
13P0948	PC608	2YR IOR 5x9x4hr	8843 8848 7969 8844 4190 4194 4367 4368 1754-D1X
13P0949	PC609	2YR IOR 5x9x4hr	N/A
13P0950	PC610	2YR IOR 5x9x4hr	8865 9360
13P0951	PC611	2YR IOR 5x9x4hr	8878 8765
10N3996	PC599	2YR IOR 5x9x4hr	1700 7233 7145 0446-017 7143
68Y5599	PC1148	2YR IOR 5x9x4hr	7839 7380 0563-012
91Y5360	PC1227	2YR IOR 5x9x4hr	7377
91Y5364	PC1231	2YR IOR 5x9x4hr	7164
91Y5368	PC1235	2YR IOR 5x9x4hr	4253[1]
84Y1636	PC1152	2YR IOR 5x9x4hr	N/A

56Y6333	PC1010	2YR IOR 7x24x4hr	8886
56Y6327	PC1012	2YR IOR 7x24x4hr	8740 8750
91Y3940	PC1193	2YR IOR 5x9x4hr	7148 7147
91Y3939	PC1192	2YR IOR 7x24x4hr	7148 7147
91Y3936	PC1189	2YR IOR 5x9x4hr	7376 6630-011 6630-012
91Y3935	PC1188	2YR IOR 7x24x4hr	7376 6630-011 6630-012
91Y6045	PC1357	2YR IOR 5x9x4hr	1754-A1X 2583

IntelliStation

IntelliStation Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, Mozambique, Egypt, Pakistan, Serbia, Ukraine, Morocco and Tunisia.

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
41C5746	PC430	1YR IOR 5x9 NBD	6225 6218 9229
41C5747	PC431	1YR IOR 5x9 NBD	6223 6227 9228
41C5748	PC432	1YR IOR 5x9 NBD	6233 6217

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
13P0953	PC613	2YR IOR 5x9 NBD	6225 6218 9229
13P0954	PC614	2YR IOR 5x9 NBD	6223 6227 9228

The following service offerings apply to Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, and Mozambique only:

System x

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
65Y5106	PC1042	1YR IOR 9x5 NBD	8485 8849 8490 8491 4364 4365 1754-A1X 2582 2583
65Y5108	PC1044	1YR IOR 9x5 NBD	4347 8487 8489 8486 7996 7971 1735 1754-A2X
65Y5110	PC1046	1YR IOR 9x5 NBD	8837 4363 4362 7973 7995 8488 4190 4194 4367 4368 7974 7978 8853 8014 8028 8648 7940 7941 8848 7969 4252[1] 6630-010
65Y5112	PC1048	1YR IOR 9x5 NBD	8850 7975 7976 7984 8673 4192 7981 7992 4193 8843 8844 4251 4252 7327 7328 1754-D1X
65Y5114	PC1050	1YR IOR 9x5 NBD	7972 7985

			8847 8839 7979 7901 8842 1733 8670 8678 8832 7946 7870 7836 7837 7379 7871 7872 7944 7377 9361 9362 6630-011 6630-012
65Y5116	PC1052	1YR IOR 9x5 NBD	8649 8840 7902 8866 7977 3020 7948 8865 7943 7947 9956 7945 7376 9360 1754-D2X 5396
65Y5118	PC1054	1YR IOR 9x5 NBD	8863 8862 8841 8684 9308 9307 0446-013 6630-013
65Y5120	PC1056	1YR IOR 9x5 NBD	8864 8675 8877 8677 8674
65Y5122	PC1058	1YR IOR 9x5 NBD	8879 8878 1701 8872 7839 7380 0563-012
65Y5124	PC1060	1YR IOR 9x5 NBD	8874 8669 8765 7163 7141 8852 7148 7164 7147
65Y5126	PC1062	1YR IOR 9x5 NBD	1700

			8664 8668 8665 8855 7233 7145 0446-017 7143
65Y5128	PC1064	1YR IOR 9x5 NBD	8688 8886
65Y5191	PC1066	1YR IOR 9x5 NBD	8740 8750

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
65Y5107	PC1043	2YR IOR 9x5 NBD	8485 8849 8490 8491 4364 4365 1754-A1X 2582 2583
65Y5109	PC1045	2YR IOR 9x5 NBD	4347 8487 8486 7996 7971 1735 1754-A2X
65Y5111	PC1047	2YR IOR 9x5 NBD	8837 4363 4362 7973 7995 8488 4190 4194 4367 4368 7974 7978 8853 8014 8028 7940 7941 8848 7969 4252[1] 6630-010
65Y5113	PC1049	2YR IOR 9x5 NBD	8850 7975 7976 7984 4192 7981 7992 4193 8843 8844 4251 4252

			7327
			7328
			1754-D1X
65Y5115	PC1051	2YR IOR 9x5 NBD	7972
			7985
			8847
			7979
			7901
			7946
			7870
			7836
			7837
			7379
			7871
			7872
			7944
			7377
			9361
			9362
			6630-011
			6630-012
65Y5117	PC1053	2YR IOR 9x5 NBD	7902
			8866
			7977
			3020
			7948
			8865
			7943
			7947
			9956
			7945
			7376
			9360
			1754-D2X
			5396
65Y5119	PC1055	2YR IOR 9x5 NBD	8863
			8841
			9307
			0446-013
			6630-013
65Y5121	PC1057	2YR IOR 9x5 NBD	8864
			8877
65Y5123	PC1059	2YR IOR 9x5 NBD	8879
			8878
			1701
			8872
			7839
			7380
			0563-012
65Y5125	PC1061	2YR IOR 9x5 NBD	8874
			8765
			7163
			7141
			8852
			7148
			7164
			7147
65Y5127	PC1063	2YR IOR 9x5 NBD	1700
			7233
			7145
			0446-017
			7143
65Y5129	PC1065	2YR IOR 9x5 NBD	8688
			8886
65Y5192	PC1067	2YR IOR 9x5 NBD	8740

[1] Only applicable to Czech Republic, Bulgaria, Croatia, Hungary, Poland, Romania, Serbia, Slovakia, Slovenia, Turkey and Ukraine

Note: The above list represents all models of the eligible machine types unless stated otherwise.

Maintenance service upgrade (MSU)

IBM Maintenance ServicePacs are designed to give you the continuity of IBM Maintenance and level of service and are applicable to the warranty period or maintenance contract. Maintenance Service can include single elements or combinations of:

1. Extended hours of coverage
2. Upgraded service delivery method (SDM)
3. Higher level of response time objective

Terms and eligibility requirements

Service delivery method

IBM On-site Repair (IOR): Repair is performed at customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term screening refers to the initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

IBM Courier Exchange (ICE): Machine exchange at customer site. If the warranty service is required, call IBM support. If the machine cannot be fixed with the help of IBM remote support, the defective machine is exchanged for a machine that is in good working order by an IBM-designated courier. The customer is responsible for disconnecting the defective machine and activating the replacement machine.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM, accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service, you must follow the registration instructions on the registration email received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Saturday, 365 days a year

Limitations with respect to replacements or to parts for upgrades: Products classified as consumable supplies, such as peripheral devices and accessories, such as external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts.

CRU information and replacement instructions are shipped with the IBM machine. They are also available upon request. You may be given the option of installing a CRU yourself or may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM website or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

http://www.ibm.com/services/europe/maintenance/operational-guides.html

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

Announcement is restricted to the following countries:

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Egypt
- Estonia[4]
- Finland
- France[2]
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Latvia[4]
- Lithuania[4]
- Luxembourg
- Netherlands
- Norway
- Pakistan
- Poland
- Portugal
- Romania

- Russia
- South Africa
- Serbia
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Turkey
- Ukraine
- United Kingdom[3]
- Nigeria
- Kenya
- Angola
- Tanzania
- Botswana
- Mozambique
- Tunisia
- Morocco

[2] Except overseas territories

[3] United Kingdom mainland only

[4] Order and registration via Finland

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